

1 1. A method of monitoring the performance of a server system that is to be
2 monitored, the method comprising:

3 the step of, at a server system that is to poll, generating a single query
4 requesting a compilation of information about the performance of a plurality of
5 services offered by the monitored server system;

6 the step of transmitting the single query from the polling server system to the
7 monitored server system; and

8 the step of, at the polling server system, receiving the compilation of
9 information about the performance of the plurality of services offered by the
10 monitored server system.

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12 2. The method of Claim 1, further comprising:

13 the step of, at the polling server system, receiving from a client system a
14 request for at least some of the information contained in the compilation; and

15 the step of transmitting the at least some of the information contained in the
16 compilation from the polling server system to the client system in response to the
17 request.

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19 3. The method of Claim 1, further comprising:

20 the step of automatically transmitting at least some of the information
21 contained in the compilation from the polling server system to a client system.

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23 4. The method of Claim 1, wherein the compilation comprises a status of
24 network services of the monitored server system.

1 5. The method of Claim 4, wherein the network services comprise a directory
2 service.

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4 6. The method of Claim 4, wherein the network services comprise a message
5 store service.

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7 7. The method of Claim 4, wherein the network services comprise a message
8 transfer agent.

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10 8. The method of Claim 4, wherein the network services comprise a facsimile
11 communications service.

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13 9. The method of Claim 4, wherein the network services comprise an Internet
14 communications service.

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16 10. The method of Claim 4, wherein the network services comprise a messaging
17 service.

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19 11. The method of claim 10, further comprising:
20 the step of, at the monitored server system, automatically attempting to
21 establish a working connection to a mailbox in the messaging service;
22 the step of, at the monitored server system, determining whether the working
23 connection is established; and
24 the step of reporting the result of the step of determining in the compilation.

12. The method of claim 11, further comprising:

the step of, depending on the result of the step of determining, automatically attempting to determine whether a message is available at the mailbox; and

the step of, depending on the result of the step of determining whether the working connection is established, automatically reporting in the compilation the result of the step of determining whether a message is available at the mailbox.

13. The method of claim 12, further comprising:

the step of, depending on the result of the step of automatically attempting to determine whether a message is available at the mailbox, attempting to read the message; and

the step of, depending on the result of the step of automatically attempting to determine whether a message is available at the mailbox, reporting in the compilation the result of the step of attempting to read the message.

14. The method of claim 11, wherein the result of the step of automatically attempting to establish a working connection depends on the messaging services' acceptance of a security code.

15. The method of claim 11, wherein the step of automatically attempting to establish a working connection is driven by a detection of a failure in the messaging service.

16. The method of claim 11, wherein the method further comprises the step of exercising a software service used in the establishment of a user's working connection.

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1 17. The method of claim 16, wherein the software service comprises a buffer
2 service.

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4 18. The method of claim 1, further comprising:

5 the step of, at the polling server system, installing polling software capable of
6 performing the step of transmitting the single query from the polling server system to
7 the monitored server system; and

8 the step of, at the monitored server system, installing attendant software
9 capable of generating the compilation of information about the performance of the
10 plurality of services offered by the monitored server system.

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12 19. The method of claim 18, further comprising:

13 the step of the attendant software monitoring a time indicator at the
14 monitored server system; and

15 the step of the attendant software including a time indication based at the
16 monitored server system with the compilation.

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18 20. The method as defined in claim 19, further comprising:

19 the step of the polling software monitoring a master time indicator at the
20 polling server system to determine a master time indication; and

21 the step of comparing the time indication in the compilation with the master
22 time indication of the polling server system.

1 21. The method of claim 20, further comprising:

2 the step of, if the difference between the time indication in the compilation
3 and the master time indication exceeds a maximum permissible difference, the
4 polling software at the polling server system causing the time indicator at the
5 monitored server system to be updated to more accurately match the master time
6 indication at the polling server system.

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8 22. The method of claim 1, further comprising the step of, at the monitored
9 server system, generating the compilation of information about the performance of the
10 plurality of services offered by the monitored server system.

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12 23. The method of claim 1, further comprising the step of, at the polling server
13 system, using the compilation to update at least one server system list.

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15 24. The method of claim 23, wherein the step of using the compilation to update
16 at least one server system list comprises:

17 the step of listing the monitored server system in a normal server system list
18 if the compilation does not indicate any deficiencies in the monitored server system;
19 and

20 the step of listing the monitored server system in a critical server system list
21 if the compilation indicates deficiencies in the monitored server system.

1 25. The method of claim 23, wherein the compilation is a current compilation,
2 wherein the step of using the compilation to update at least one server system list comprises
3 the step of transferring the monitored server system from a normal server system list to a
4 critical server system list if a previous compilation indicated no deficiencies in the
5 monitored server system, but the current compilation indicates a deficiency in the monitored
6 server system.

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8 26. The method of claim 25, wherein the step of transferring the monitored server
9 system from a normal server system list to a critical server system list is caused by a polling
10 software settings set in the polling server system by a system administrator.

11
12 27. The method of claim 23, wherein the compilation is a current compilation,
13 wherein the step of using the compilation to update at least one server system lists comprises
14 the step of transferring the monitored server system from a critical server system list to a
15 normal server system list if a previous compilation indicated deficiencies in the monitored
16 server system, but the current compilation indicates no deficiencies in the monitored server
17 system.

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19 28. The method of claim 27, wherein the step of transferring the monitored server
20 system from a critical server system list to a normal server system list is caused by a setting
21 of polling software set in the polling server system by a system administrator.

1 29. The method of claim 28 further comprising the step of the polling software
2 providing to the system administrator information about server system contained on the
3 critical server system list more frequently than for the normal server system list.

4
5 30. A method comprising:

6 the step of, at a server system that is to be monitored, receiving a single query
7 from a server system that is to poll, wherein the signal query requests a compilation
8 of information about the performance of a plurality of services offered by the
9 monitored server system;

10 the step of, at the monitored server system, generating the compilation of
11 information about the performance of the plurality of services offered by the
12 monitored server system; and

13 the step of transmitting the compilation from the monitored server system to
14 the polling server system.

1 31. A computer-readable medium having computer-executable instructions for
2 performing the following:

3 the step of, at a server system that is to poll, generating a single query
4 requesting a compilation of information about the performance of a plurality of
5 services offered by a server system that is to be monitored;

6 the step of transmitting the single query from the polling server system to the
7 monitored server system; and

8 the step of, at the polling server system, receiving the compilation of
9 information about the performance of the plurality of services offered by the
10 monitored server system.

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12 32. The computer-readable medium of claim 31, wherein the computer-
13 executable instructions are further for performing the following:

14 the step of updating one or more server system lists based on the compilation
15 of information.

1 33. A computer-readable medium having computer-executable instructions for
2 performing the following:

3 the step of, at a server system that is to be monitored, receiving a single query
4 from a server system that is to poll, wherein the signal query requests a compilation
5 of information about the performance of a plurality of services offered by the
6 monitored server system;

7 the step of, at the monitored server system, generating the compilation of
8 information about the performance of the plurality of services offered by the
9 monitored server system; and

10 the step of transmitting the compilation from the monitored server system to
11 the polling server system.

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13 34. The computer-readable medium of claim 33, wherein the computer-
14 executable instructions for performing the step of generating the compilation of information
15 are for performing the following:

16 the step of automatically attempting to establish a working connection to a
17 mailbox in a messaging system of the monitored server system;

18 the step of determining whether the working connection is established; and

19 the step of including the result of the attempt in the compilation.
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1 35. The computer-readable medium of claim 34, wherein the computer-
2 executable instructions for performing the step of generating the compilation of information
3 are further for performing the following:

4 the step of, depending on the result of the step of determining whether the
5 working connection is established, automatically attempting to determine whether a
6 message is available at the mailbox; and

7 the step of, depending on the result of the step of determining whether the
8 working connection is established, including the result of the step of automatically
9 attempting to determine whether a message is available at the mailbox in the
10 compilation.

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12 36. The computer-readable medium of claim 35, wherein the computer-
13 executable instructions for performing the step of generating the compilation of information
14 are further for performing the following:

15 the step of, depending on the result of the step of automatically attempting to
16 determine whether a message is available, attempting to read the message; and

17 the step of, depending on the result of the step of automatically attempting to
18 determine whether a message is available, including the result of the step of
19 attempting to read the message in the compilation.
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1 37. A method comprising:

2 the act of, at a polling server system, generating a single query requesting a
3 compilation of information about the performance of a plurality of services offered
4 by a monitored server system, wherein the single query is generated using polling
5 software installed on the polling server system, wherein the polling server system is
6 connected to the monitored server system over a network;

7 the act of transmitting the single query from the polling server system to the
8 monitored server system over the network; and

9 the act of, at the polling server system, receiving the compilation of
10 information about the performance of the plurality of services offered by the
11 monitored server system.
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